

# CONTACTS AND INFORMATION

Call the Veterans-UK Helpline freephone number on 0800 169 2277

Bereavement and Minicom Line:  
0800 169 3458

*Please note, we are unable to answer general queries on this number, as it needs to remain free for its intended use. If your query is not regarding bereavement please redial using 0800 169 2277*

Overseas callers:  
+44 1253 866043

*All callers speak directly to UK based advisers. You may be offered a call-back if lines are particularly busy.*

Lines are open:

Monday to Thursday:  
8:15 am – 5.15pm

Friday:  
8.15 am – 4.30 pm

Email:  
veterans.help@spva.gsi.gov.uk

## The Veterans-UK website

*Our website holds a great many pages of advice, guidance and links to organisations that help veterans. To find out more visit:*

[www.veterans-uk.info](http://www.veterans-uk.info)

## Social Media

To access information by using Social Media, visit the SPVA Social Media hub at:

[www.veterans-uk.info/social\\_media.html](http://www.veterans-uk.info/social_media.html)

or alternatively scan in this QR code with your Smartphone:



flickr



i  
Podcast



VIDEO



Service Personnel  
& Veterans Agency



*A guide to the*  
**VETERANS  
WELFARE SERVICE**

**Who we are:** The Veterans Welfare Service (VWS) is part of the Service Personnel and Veterans Agency (SPVA), which in turn is a part of the Ministry of Defence (MOD).

#### What we do:

The Veterans Welfare Service (VWS) gives support to Veterans, those who are eligible to claim for the SPVA pension and compensation schemes and their dependants. The focus of the service is to provide assistance following a change in situation that may have resulted in a welfare need, such as:

- Leaving the services.
- Bereavement.
- Changes in disablement.
- Changes affecting income or finances.
- Changes affecting housing.

#### Who we can assist:

- Veterans (anyone who has served in HM Armed Forces, regular or reserves including National Servicemen), their families and dependants.
- Anyone who is eligible for, or in receipt of, compensation from the Armed Forces.
- Compensation Scheme (AFCS) or the War Pensions Scheme (WPS).
- Service Personnel who are to be Medically Discharged or have a welfare requirement on discharge.
- Bereaved families of Service personnel.

#### How we can help:

Help and guidance can be given through either telephone contact or a dedicated visiting service via a national network of Welfare Managers.

#### Support can include:

- Identifying when someone is eligible to claim or apply for a benefit, compensation or other service.
- Help with completing application forms.
- Help when making contact with other organisations.

Initial contact should be made by telephone, to one of our Veterans Welfare Centres. The locations and contact details are shown under "How to contact us".

Once contact has been made, a Welfare Manager will be allocated to become the individual's caseworker. The Welfare Manager will either make further contact by telephone or if appropriate a home visit will be arranged.

#### They will:

- Ask about the situation and identify any welfare needs.
- Using this information, identify what type of assistance is needed and available from different sources.

- Provide advice and practical help towards meeting the needs identified.

#### Things we can do include:

- Help with applying for the War Pension Scheme (WPS) and the Armed Forces Compensation Scheme (AFCS).
- Help with applying for any Armed Forces Pension which there may be entitlement to.
- Give information and advice about benefits available through the Department for Work and Pensions (DWP) and help with applications for them.
- Make referrals to Social Services, Local Authorities, ex-Service organisations or other voluntary organisations to apply for the services they provide.

#### Our Partners:

The VWS work alongside in-service welfare providers and closely with local authorities, voluntary organisations, service charities and the Department for Work and Pensions. This ensures that those leaving the services and existing Veterans and their families receive all the information and assistance they need to access the appropriate services and benefits.

#### Working together with Defence Recovery Capability:

Veterans Welfare Service staff are part of the Defence Recovery Capability team working with

Personnel Recovery Units and Personnel Recovery Centres, providing a joined up service to support the wounded, injured and sick personnel who are on the recovery pathway.

#### How to contact us:

Initial contact should be by telephone and, if appropriate, we can arrange a home visit. We offer a service covering the UK and the Republic of Ireland, from four welfare centre locations.

#### Where our Veterans Welfare Centres are located and contact details:

##### Norcross, near Blackpool

*(covering NW England, Yorkshire and Humber, North Wales and Isle of Man)*

Tel: 01253 333494

Email: [spva-wsnorcross@mod.uk](mailto:spva-wsnorcross@mod.uk)

##### Kidderminster

*(covering East England, Midlands, South and Central Wales)*

Tel: 01562 825527

Email: [spva-wskidderminster@mod.uk](mailto:spva-wskidderminster@mod.uk)

##### Gosport

*(covering London, SE and SW England)*

Tel: 02392 702232

Email: [spva-wscenturionmailbox@mod.uk](mailto:spva-wscenturionmailbox@mod.uk)

##### Glasgow

*(covering Scotland, NE England, NI & ROI)*

Tel: 0141 2242709

Email: [spva-vwsglasgowmailbox@mod.uk](mailto:spva-vwsglasgowmailbox@mod.uk)

